

# News

## ARIZONA Department of Revenue

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FILE No.: NR06005

April 26, 2006

FOR IMMEDIATE RELEASE

ARIZONA DEPARTMENT OF REVENUE WINS AQA SHOWCASE IN EXCELLENCE AWARD  
FOR THE E-FILE PROGRAM

The E-file Program provides the taxpayers of Arizona with an efficient alternative to paper filing. E-file is a fast, easy, safe, and proven method of filing Arizona income tax forms. This year, the Arizona Department of Revenue (DOR) was recognized as a recipient of the Arizona Quality Alliance Showcase in Excellence Award because of its e-file program. Taxpayers have expressed their opinions of the program by choosing to e-file in ever increasing numbers each year. On April 14, DOR accepted the one millionth electronically filed income tax return, compared with last year when this milestone was achieved on August 17.

"I want to congratulate the Department of Revenue for providing good government service to Arizonans," said Governor Janet Napolitano. "They are making the difficult process of filing taxes easier by providing taxpayers the opportunity to go on-line instead of wait in line."

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Both taxpayers and DOR benefit from e-file. E-file software allows the user to quickly and accurately complete both the federal and state returns simultaneously. The taxpayer receives acknowledgement of receipt of the return, providing a peace of mind previously not available. Prior to submission, the return is checked for errors and omissions that could cost taxpayers both money and time to resolve. With e-file and direct deposit, taxpayers can expect to see their refunds deposited into their bank accounts in as little as five days.

Since virtually no hands touch an electronic return, DOR personnel can focus on quality customer service. There has been a reduction in error rates - one of the major benefits of e-file is the ability to validate return data before it enters DOR systems. With the use of up-front validations, the error rate can be reduced to less than 1% on e-filed returns. With paper returns, the error rate can be as high as 22%.

In addition to e-file, DOR offers the alternative of fillable, scannable (2D barcode) income tax forms as a means of improving efficiency in the paper stream. This method is fast, easy, and offers some of the same benefits as e-file and is free to all. The forms even do the calculations, avoiding errors in math, the most frequent error found in tax returns.

Based on current trends, DOR anticipates at least 60% of all filings will be accepted through an alternative method. Over one million taxpayers have already chosen to e-file this year and "consider it done."

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